

# Notice of Career Opportunity

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## United States District Court Eastern District of Missouri



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<b><u>Posting Date:</u></b>	March 18, 2009
<b><u>Vacancy Number:</u></b>	HLP-309
<b><u>Position Title:</u></b>	Help Desk Specialist II
<b><u>Starting Salary:</u></b>	CL 25 \$37,279 - \$46,625 with promotion potential to CL26 \$41,070 - \$51,345
<b><u>Position Location:</u></b>	St. Louis, MO
<b><u>Closing Date:</u></b>	Open until filled

***\*\* Applications/Resumes will be considered as they are received \*\****

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### **Position Summary**

This position is located in the District Court headquarters office in St. Louis with full responsibility to the divisional offices. The incumbent provides special and routine user support services, research, and resolution of computer and peripheral equipment, data communications, or software systems problems. The incumbent is a member of the Information Services Division that provides user support to the Clerk's Office, Chambers, Probation Office and Pretrial Services Office.

### **Summary of Representative Duties and Responsibilities**

- The primary purpose of this position is to troubleshoot more complex hardware and software problems based on the understanding of the needs and priorities of the end users and gathering and analyzing information to determine (or recommend) the best court of action.
- Assist all court units in developing manuals, rules, and other word processing related projects.
- Create and run reports.
- Set up, configure, install and document hardware and software.
- Install or assist in the installation of upgrades of new or revised off-the shelf/desktop releases.
- Assists in systems maintenance activities.
- Recommend hardware, equipment, and software updates.
- Create user accounts and local court forms from off-the-shelf software. Customize programs for local needs and trains personnel in their use.
- Designs and maintains the Court's internal and external web sites.

### **Minimum Qualifications and/or Educational Requirements**

The successful applicant should have a bachelor's degree from an accredited college or university (preferably IT related) and a minimum of two years specialized experience. Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Ability to interact effectively and appropriately with others. Must be able to provide customer service and resolve difficulties while complying with rules, regulations and procedures. Ability to work as part of a team. Applicant must present a

professional and capable persona to ensure trust and reliability in what they are saying and telling the users to do.

### **Benefits**

Judiciary employees serve under excepted appointments (not civil service). Excepted appointments are at will and can be terminated with or without cause.

10 Paid holidays	Health Insurance Benefits (variety of plans)
13 Sick days per year accrued	Life Insurance
13 Paid Vacation days for less than 3 years of service	Long Term Care Insurance
20 Paid Vacation days for 3 to 15 years of service	Flexible Benefits
26 paid Vacation days 15 or more years of service	Federal Employee Retirement Plan
Family Medical Leave Act Provisions	Thrift Savings Plan with Investment Options

Position is subject to mandatory Electronic Funds Transfer participation for net pay.

### **Background Investigation Requirements**

The selectee considered for this position is required to undergo an FBI Background Check and/or Investigation as a condition of employment. The selectee may then be appointed provisionally, and retention will depend upon favorable suitability determination of the background investigation.

### **Application Procedure and Information**

Applicants must be United States citizens or eligible to work in the United States. Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed. Applicants may be asked to participate in proficiency tests.

Qualified persons are invited to submit:

- a letter of application,
- current résumé,
- completed application for judicial branch employment, form AO-78 (available at <http://www.uscourts.gov/forms/AO078.pdf> )
- contact information for three professional references

Application materials may be submitted via mail or e-mail to the following address:

U.S. District Court  
Eastern District of Missouri  
Attention: Nicole Rode (HLP-309)  
111 South 10th Street  
St. Louis, MO 63102  
[nicole\\_ode@moed.uscourts.gov](mailto:nicole_ode@moed.uscourts.gov)

Only candidates selected for an interview will be contacted.

The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Clerk of Court may elect to select a candidate from the applicants who responded to the original announcement without re-posting the position. Employees are required to adhere to a Code of Ethics and Conduct, which is available to applicants for review upon request.

***Equal Opportunity Employer***